DEPARTMENT OF TECHNOLOGY SERVICES

Overview

The Department of Technology Services (DTS) is the technology service provider for the Executive Branch of the State of Utah, offering state agencies a wide variety of services. DTS works together with state agencies to transform government through the effective use of technology.

DTS, under the State's Chief Information Officer (CIO), has transitioned the agency to optimize all IT resources and services for the state of Utah in one department to improve accountability, reduce costs, increase services to taxpayers, and more closely align IT with the business needs of the state of Utah.

Utah.gov has more than 1,300 online services. The growing portfolio of technological applications is the result of an evolving strategy designed by agencies, working in cooperation with DTS, to keep Utah in the forefront by utilizing IT tools to better serve business customers and the residents of the State.

DTS has developed four cornerstones, which represent the agency's main areas of focus. All activities, statistics, accomplishments, and initiatives directly relate to efforts in achieving these four goals.

Exceptional Customer Service	We will enable our customers to meet their business objectives by providing exceptional customer service.
Information Security	We will protect the information assets of the State and provide a safe digital environment.
Employee Success	We will provide an environment that allows for professional growth and individual fulfillment.
Innovative Technology	We will provide the best technology available to our partner agencies at a competitive rate, to help them achieve their goals and serve the residents of the State.

Internal Service Fund

DTS operates as an internal service fund, and charges rates for services to state agencies based on service demands. DTS service rates are reviewed and approved on an annual basis in advance of the fiscal year to assist agencies and GOMB in the annual budget recommendation to the Legislature. Through its prescribed rate process, DTS develops rates that more accurately reflect actual costs.

Activities

DTS is engaged in a wide range of IT endeavors and supports the following:

- Over 2,400 Servers
- 20,000 Desktop Computers
- 125 Million Internet Connections Daily
- Over 1,300 Online Services for Residents
- Over 22,000 Telephones
- Security Against More than 250 Million Attempted IT Intrusions Daily
- Over 4,000,000 Visits to Utah.Gov per Month

Organization Structure

The Utah Department of Technology Services is organized to address functions identified in state statute: agency services, integrated technology, and enterprise technology. DTS has incorporated these areas into one organization to provide services to state agencies.
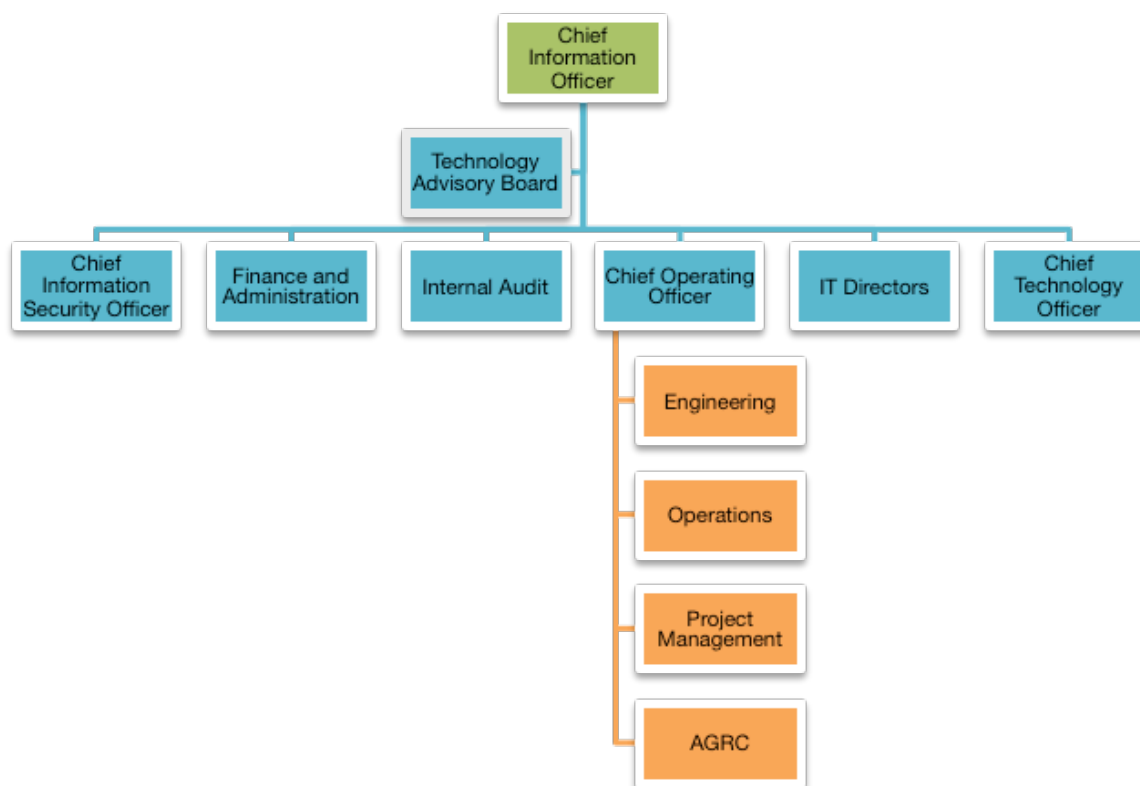
Performance and Statistics

Internal Service Fund Rate Market Comparisons

A comparison study was conducted by an outside entity, SAIC, at the request of DTS to comply with legislative mandates that DTS conduct periodic market analysis of its internal service fund rates. SAIC compared DTS rates for network and desktop computing, storage, database hosting, server management, data center rack space, project management, application development, consulting, web development, and other services. SAIC's benchmarks include state government technology organizations in 29 other states as well as commercial rate data.

Results of the study indicate that relative to rates charged by other technology organizations, DTS rates are 100% Reasonable to Best Value in FY 2017 as shown in the following chart.

- Best Value
- Very Reasonable
- Reasonable

33%

56%

11%
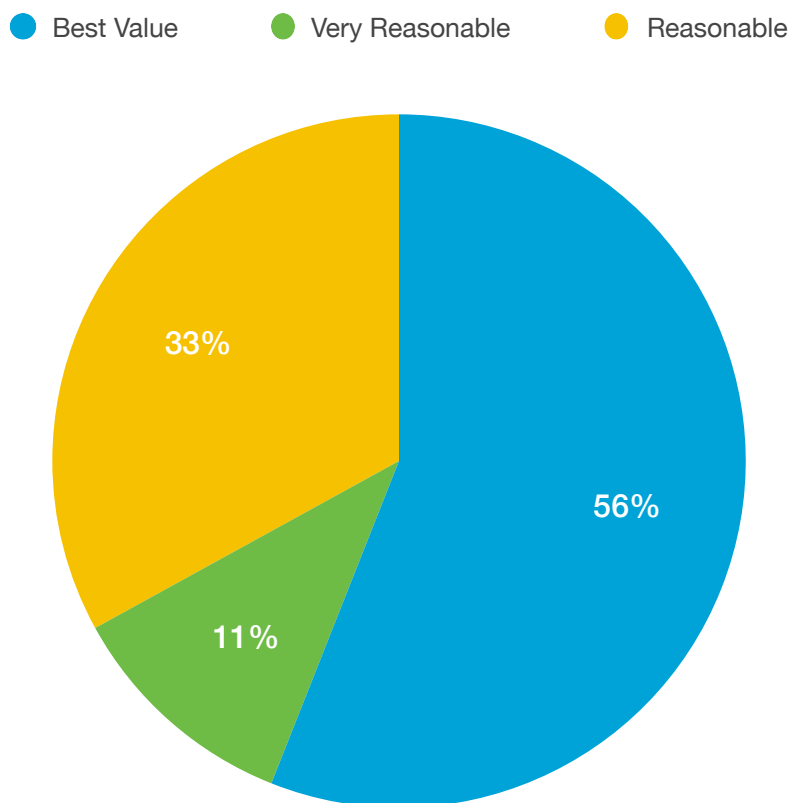
Service Level Agreements

DTS continues to utilize and track Service Level Agreements (SLA), which establish clearly defined and agreed-upon IT services to customers. SLAs ensure that DTS and the customer agency have a common understanding of the levels of service required in the key areas of IT service. SLAs are designed to be easily understood by all parties to ensure ongoing discussion, evaluation, and improvement. These agreements provide a clear relationship between IT costs and services, enabling agencies to make better business decisions and ensuring alignment with service-level priorities.

DTS Dashboard

Information technology strategic goals and initiatives are measurable in terms of results, completion of deliverables, and adherence to cost estimates and project timelines. DTS utilizes a Dashboard to measure DTS' success in achieving goals and demonstrate areas where improvement is needed. Stakeholders can review the metrics real time. DTS reviews the status on a daily basis through the Sunrise Service Interruption Report, which alerts users to any issues that may arise during the day. DTS also holds monthly customer service meetings with management to discuss any potential issues or areas for improvement. DTS will continue to develop metrics based on the Strategic Plan that will be useful for the department, and will enable better business practices and measurements for the success in providing excellent service to customers at a reduced cost.
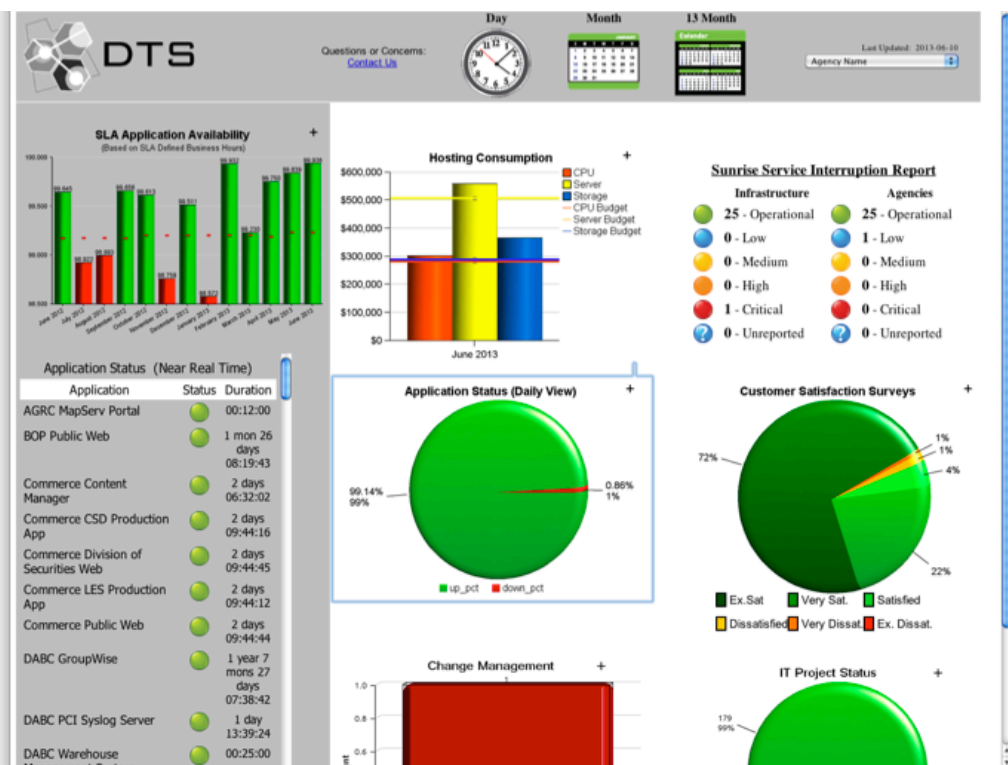
Financials

DTS provides IT services to state and other governmental institutions and collects revenues by charging rates for service pursuant to internal service fund (ISF) statute. As a result of consolidation, DTS has saved state government from FY2007 to FY2016 over $186 million cumulative or $30 million ongoing while at the same time increasing services in many areas.

The following chart shows changes in ISF Net Income from FY2010 to FY2017. DTS continually strives to create value for customers while meeting financial obligations. As a result of efficiencies, DTS gave customers a rebate of over $2 million in both FY2012 and FY2015, $500,000 in FY2016 and $800,000 in FY2017. DTS has made a conscious effort to use the positive Net Income to fund new projects, capital investments, and to not raise rates for customer agencies.

FY2011 Net Income	FY2012 Net Income	FY2013 Net Income	FY2014 Net Income	FY2015 Net Income	FY2016 Net Income	FY2017 Net Income
$1,312,297	($2,600,736)	($2,508,914)	$1,434,446	($1,354,475)*	$667,310	$5,865,000

Does not include federal rebate of $5.5 million

For seven out of the past ten rate proposals, DTS has kept rates the same or decreased rates in total to customer agencies. In FY2015, DTS raised certain rates to enhance cyber-security efforts in the State. This is quite an accomplishment considering that there have been increases in employee compensation each year and other expenses where DTS found efficiencies to cover the added costs.

FY2017 Accomplishments

The following is a brief sampling of the DTS accomplishments over the past year. A complete list can be viewed in the 2017 Accomplishments Report on the DTS Web site (dts.utah.gov).

Expanding Digital Government Into New Platforms

In April 2017, Utah introduced new skills for Amazon Echo, a digital assistant that lets users interact with the device using natural speech. Users can ask Alexa about the best spots for fishing and the Echo device will respond with the latest reports and tips for over 125 separate locations around the state. A new skill for Public Meeting Notices was also developed.

Utah.gov also added the capability to link appointments with Google Now's popular cards functionality so that users can more easily be notified of any appointments. In 2017, the

state added Public Meeting Notice and Driver License appointment integration with Google Cards.

A Bill Watch application for the Apple Watch was developed so that legislators, agency staff, and the public can access legislative updates on their wearable device.

Open Data

The Center for Data Innovation released a new report in July 2017 naming data.utah.gov as a #1 ranked state government open data portal in the U.S. The portal had over 8 million page views in its first two years of operation and now has over 2,300 open data sets, providing a valuable resource for business, government, education, and the public.

Bandwidth Expansion

DTS Network Engineering and Network Operations successfully upgraded network bandwidth at 25 locations. DTS also added 8 new locations and sized an appropriate network connection for each site. The team continually reviews requirements for bandwidth to match the highest bandwidth with the most cost effective solutions available from the carriers providing service in that particular geographic area.

Driver's License Tablets

65 tablets have been distributed to 25 Driver's License offices in the state. The goal of the project is to transfer the old paper form used during the road test to a more automated paperless format on a tablet. When a test is completed, the score and GPS location of where the test occurred are uploaded and the test results are presented to the driver.

Cost Savings

Over the past year, DTS has been able to realize $765,905 cost savings through volume discounts for IT equipment purchases. The savings have been passed on to the agencies, helping to lower the overall amount paid for computers and other IT equipment and services.

FY2018 Initiatives

The following is a brief sampling of the estimated 200 technology initiatives underway throughout Executive Branch agencies, each supported by DTS. A complete list of initiatives can be viewed in the FY 2018 IT Plan on the DTS Web site (dts.utah.gov).

DTS SUCCESS Framework Projects

In support of the Governor's SUCCESS Framework initiative, DTS has identified three projects to help improve efficiency within the department.

Application Development – DTS is now collecting scorecard information for each development project that is closed. The scorecard gathers feedback related to the success of key aspects of projects, such as documentation, constraints, management, testing, quality, and satisfaction.

Data Security – DTS is tracking improvements in data security using an ongoing systematic prioritization of high-risk areas across the state. DTS has validated that this system of detection, triage, prioritization, and mediation has increased the speed at which threats and attacks are identified and eliminated. A group of dedicated DTS staff is organized around this system—working to identify and mediate threats on a 24/7 basis.

Procurement – DTS has identified a need to improve delivery time to procure and deploy desktops and laptops to state agencies. DTS has defined goals and is tracking the total time for the procurement process.

Single Sign On Business Database

The Utah Legislature has charged the Department of Technology Services (DTS) with the task of developing an integrated Single Sign On (SSO) business portal. The SSO business database will be a single source of information for business owners & citizens who will be able to logon and have any pertinent information (such as permit renewals, tax information, business registration systems, etc) delivered to their own personal dashboard. The site will have alerts sent out to consumers through email or instant messaging to notify them of any pertinent information that might be occurring as per their requests.

Justice Reinvestment Initiative

The Utah Legislature has charged the Department of Technology Services with the task of developing an integrated system for the delivery of services to vulnerable populations. Vulnerable populations have been defined as homeless individuals and families, individuals with mental illness and substance abuse issues, and individuals undergoing rehabilitation through the criminal justice system. DTS is in the process of planning and scoping a solution that will meet the combined needs of various stakeholders involved in supporting and providing these services.

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Automated Geographic Reference Center

AGRC will publish the initial version of AGRC-compiled State Geographic Information Database GIS data layers into the required format for the map content for Utah's statewide Next Generation 911 system.

Alcoholic Beverage Control

The current Point of Sale (POS) system used at DABC has an end-of-life slated for April 2021. In order to be well ahead of that deadline, DABC will move to Microsoft Dynamics AX 2012 POS solution this fiscal year.

Agriculture and Food

DTS will assist Agriculture and Food with the modernization of the Regulatory Management System. The migration will include data cleansing, data migration, configuration of new system components and the creation of interfaces to legacy systems where needed.

Administrative Services

During the next year, DTS will implement the new GovGrants application with FINET.

Board of Pardons

Board of Pardons is in need of a new Electronic Records System. DTS will help implement the new O-TRACK/UDOCA Electronic Records system.

Commerce

DTS will work automate the document imaging process flow using KTA / KTM.

Corrections

DTS will work with Corrections on the Justice Reinvestment Initiative BOP Sentencing Guidelines/Pre-Sentence Investigations. This new system will improve the speed and efficiency of UDC and BOP.

Environmental Quality

DTS will work with DEQ to upgrade the Documentum system. DTS will focus on replacing the existing Kofax software used for data capture with Captiva, an integrated solution. DTS will upgrade the web interface from WebTop to D2, providing much more functionality.

Financial Institutions

DTS will improve the speed and bandwidth service to the agency for network and internet connections.

Governor's Office

The Office of the Governor will be migrating the Boards and Commissions application to the Salesforce Platform. This will provide a much more configurable solution which leverages the power of the CRM and the ability to customize workflows and permissions.

Health

DTS will work with DOH to migrate the current MMIS system to a new PRISM system.

Heritage and Arts

Heritage & Arts is working on migrating from a custom code solution, Preservation Pro, to a COTS platform: Geocortex. This should be a more configurable solution providing more flexibility to business people in the Antiquities and Preservation Programs.

Human Resource Management

The multi-year effort of rewriting the core DHRM system continues with an expected deployment date in February of 2018.

Human Services

DTS will continue to migrate the current ORS mainframe system to a newer system.

Insurance

DTS will work with Insurance to replace the current Documentum system.

Labor Commission

DTS will continue with the next step for EDI Claims, which will provide a way for trading partners to send Second Report of Injury data.

Natural Resources

DTS will rewrite and replace the existing Water Rights Adjudication application. The focus for this effort is refreshing and updating the user interface, adding new online functionality, and replacing the back end support with newer more robust web services.

DTS will also implement a new application utilizing the basic template created for the Utah Hunt Planner. It will use a base map and queryable data elements such as species; water body type etc, there will also be options to show additional data layers such as Walk-in access areas, Land ownership and medical facilities. Like Hunt Planner, the Fishing Information application will use responsive design to work on mobile devices.

Public Safety

DTS is gathering stats for CCJJ and doing some heavy development in coordination with DWS to support the Consolidated Services Application and ID Card system for Operation Rio Grande.

Tax Commission

DTS is working with Tax to upgrade VADRS, the Vehicle and Dealer Registration System, to version 10 of the base code provided by partner FAST Enterprises. This upgrade will bring enhanced functionality and a more stable base with improved performance to VADRS.

Transportation

DTS will continue to support the existing UDOT application Online Permits. This application handles the process of applying for and paying for a permit to use UDOT property. This application also handles the review and approval processes. Work will include break fix and minor code changes.

Veterans Affairs

The Utah Veterans Information System will continue efforts adding improved functionality and maintainability. The application will be upgraded to the Java Spring technology and have an automated correspondence generator allowing for customized outreach via email or standard mail depending on the veteran's preference.

Workforce Services

DTS has been heavily involved in the Operation Rio Grande project. DTS will continue to assist DWS with the final phase, Dignity of Work.

Emerging Issues

A DTS Strategic Plan was published for 2017-2020 which includes several emerging issues.

- Privacy and Security Standards
- Customer Service
- Accessibility
- Mobility
- Voice and Network
- Application Development
- Data Management
- Project Management

- Digital Government
- Efficiency in Data Center and Network Operations
- Asset Management

The DTS Strategic Plan has contributed to the Enterprise Plan and has been utilized for the IT Plans as developed by agency business requirements. The DTS Planning Model ensures successful coordination of the Agency Business Plans and the DTS Strategic Plan. DTS Operation Plans have been developed in order to ensure successful execution of the strategic goals.

Awards

The state of Utah, in partnership with Utah.Gov, has received the following national awards and recognition for its electronic government services:

The Center for Digital Government Announced utah.Gov has been awarded first place in the Government Experience Awards. utah.Gov services also won two additional category awards and special recognition for innovation. The Government Experience Awards recognize the achievements and best practices of states, cities and counties that excel at creating useful online government services and applications.

The Web Marketing Association selected Utah.Gov as Winner of Best Government Website for the Internet Advertising Competition Awards.

The Utah Innovation Awards recognized the Utah.Gov Amazon Echo Alexa Skill as an Honorable Mention award winner.

Utah.Gov was awarded an American Business Awards Silver Stevie in the Non-Profit Organization category.

StateScoop selected the Utah.Gov Amazon Echo Alexa Skill as a Top 50 Finalist Innovation of the Year.

Utah.Gov was selected by the AVA Digital Awards as a Gold Award Winner for excellence in digital communication.

The Academy of Interactive and Visual Arts awarded Utah.Gov the Communicator Award of Distinction.

The Best of State Awards chose Utah.Gov as the Best of State for Web-Based Community Resource.

The Horizon Interactive Awards recognized Utah.Gov as a Gold Award Winner.

Conclusion

The primary activities of DTS in the coming year will focus on securing the state's data assets, and the continued optimization of IT resources across the state. IT services continue to evolve, exposing new opportunities for enterprise shared services, improvements in service effectiveness, and accountability to customers. Ongoing efforts are underway to optimize service offerings within the evolving technical architecture and business requirements of state agencies, local governments, and inter-branch collaboration with the legislative and judicial branches. DTS will continue to partner with state agencies in order to improve services for the residents of Utah.